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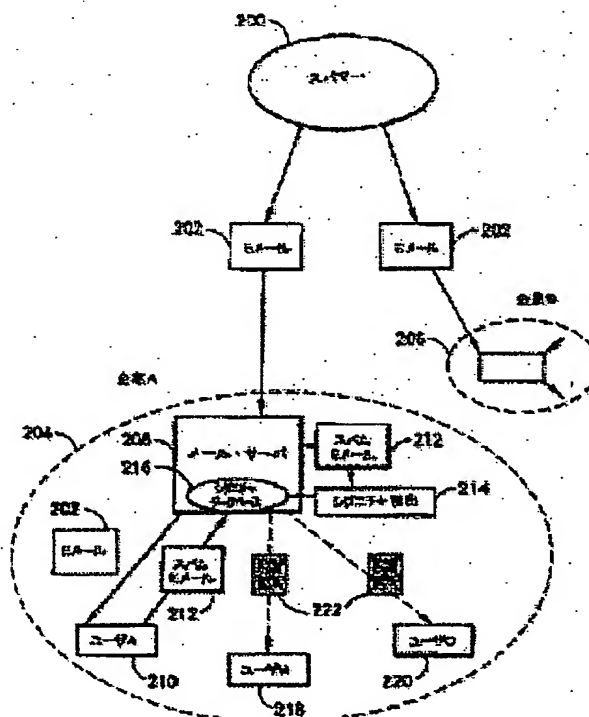
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**PROBLEM TO BE SOLVED:** To detect and process instances of undesirable mail of all types by scanning multiple inbound messages and confirming whether or not there is a specific electronic message, and taking a proper action in response to the scanning step. **SOLUTION:** A user 210 while reading a message and adding a label of spam 212 by regarding it as undesirable one scans its messages to confirm whether or not there are multiple undesirable messages which are already known. Messages of a user 218 are scanned several minutes later to confirm whether or not there are multiple undesirable messages 222. Further, a user 220 confirm 4th undesirable messages 222 30 minutes later. Thus, proper actions are taken in response to scanning steps. Consequently, instances of undesirable mail of all types can be detected.



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